(c) by when Government would complete the said project and start using it actually?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) No, Sir.

(b) and (c) Do not arise.

Harassment of Tourists

1213. MISS MABEL REBELLO: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that a large number of foreign tourists and N.R.Is at times, are harassed at International Airports in the country; and

(b) whether Government have any plan to bring about an attitudinal change amongst these officials and promote tourism in the country?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) Airports Authority of India and Ministry of Civil Avaition have received some complaints in this regard.

(b) Regular customer orientation training programmes are conducted for the officials and others at the airport to bring about attitudinal change. Moreover, disciplinary authorities are asked to take strick deterrant action against the government servant involved. Action is also initiated against touts.

Action against Officials in Hijack cases

1214. SHRI AMAR SINGH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Indian Airlines flights had been hijacked the maximum number of times in comparison, with the international hijackings during the last two decades;

(b) if so, the details thereof;

(c) whether it is also a fact despite this dubious track record, Indian Airlines has never taken any action against its officials who issue boarding passes to the passengers including the hijackers; and

(d) if so, the reasons therefor?